Electronic Acknowledgement Receipt				
EFS ID:	1654386			
Application Number:	10741518			
International Application Number:				
Confirmation Number:	4428			
Title of Invention:	Methods of monitoring communications sessions in a contact centre			
First Named Inventor/Applicant Name:	Patrick Hession			
Customer Number:	23644			
Filer:	William M. Lee/Shannon Vitullo			
Filer Authorized By:	William M. Lee			
Attorney Docket Number:	920673-95340			
Receipt Date:	04-APR-2007			
Filing Date:	19-DEC-2003			
Time Stamp:	16:55:13			
Application Type:	Utility			

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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part /.zip	Pages (if appl.)
1	Amendment - After Non-Final Rejection	Response-95340.pdf	257335	no	8
Warnings:					

Information:	
Total Files Size (in bytes):	257335

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### New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

#### National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

### New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.